

Online Shop proposed policy

Refunds and Returns

If for whatever reason you are unhappy with your purchase, you must let us know within 14 days from date of receipt of your items for a full refund. Once you have informed us of your wish to return your item you have a further 14 days to return it to us.

Arranging a return

1. Please fill in this form to return your purchase. ([link to returns form](#))
2. Repack your item and the completed form and address to:

Irish Cancer Society

43/45 Northumberland Road

Dublin 4

3. Take your return to a Post Office and obtain a proof of postage receipt.

The parcel is your responsibility until it reaches our office, so please ensure you retain proof of postage as we cannot be held liable for any items lost in transit. We do not cover the cost of return postage.

Returns will be processed within 14 days of the date of return and are refunded back to your original payment method. We will email you to let you know when your refund has been processed. Please allow up to 14 days for your refund to be credited to your account.

Please note that we are unable to accept returns at our retail shops for items purchased online.

Resale

Items should not be purchased for resale, any items purchased for resale and not returned within 14 days are not entitled to a refund.

Damaged Goods

If you receive damaged products or the wrong product is sent to you, you should notify us as soon as possible. You may return the products for a full refund. Any such refund will include all postage and packaging charges which have reasonably been incurred by the customer. Please contact our team on 1850 60 60 60 or fundraising@irishcancer.ie for more information on how to return any faulty or incorrect items.

Changing an order

In most circumstances it's not possible to make changes to an order once placed. Please contact us within 24 hours of placing your order for the best chance of making an amendment. If it is too late to cancel your delivery, any unwanted items will need to be returned as outlined in our returns policy.

To change details of your delivery address, remove items or cancel it completely; please contact our customer service team at 1850 60 60 60 or fundraising@irishcancer.ie within 24 hours of placing your order, quoting your order number. We are unable to guarantee that any changes can be made once an order has been placed.

This returns policy does not affect your statutory rights. For information on your statutory rights and your right to withdraw from your purchase within the fourteen working day cooling-off period, visit [The Competition and Consumer Protection Commission \(ccpc.ie\)](http://The.Competition.and.Consumer.Protection.Commission(ccpc.ie))